September 2003

PURCHASE CARD
USER'S GUIDE
FOR AGENCY PROGRAM COORDINATORS

The following instructions provide general guidelines for data entry by agency program coordinators in CitiBank's CitiDirect system. They are intended to be a general guide to assist in the training previously received. If you have any questions, please contact Donna Rimmer (1-800-782-2233 or Donna.L.Rimmer@noaa.gov) at the Commerce BankCard Center for assistance.

The URL address for accessing CitiDirect is http://www.cards.citidirect.com. Configuration for firewalls requires the user to have availability to 128bit SSL encryption. Internet Explorer is the suggested browser to use.

Agency Program Coordinators (APC):
Enter your CitiDirect Client Code to start the login process. Enter your assigned Username and Password provided by CitiBank and click "Login". First time users will be asked to select a new password at this time. You will be prompted to change your password every 90 days or you have the option to change your password at any time. If you do not know your Username, please contact CitiBank's Help Desk at 1-800-790-7206, option 2.

Creating a New Cardholder Account:
1. Select **Card Management** from the horizontal Navigation Bar.
2. Select **Account Management.**
3. Select **New Account**.
4. Select **Assign** from the Card Management-Account Management-New Account screen.
5. Complete the Levels of Hierarchy for the new account by clicking the **Next** button and making a selection from the drop down box.
6. Select the **Assign** box.
7. Select the **Create** box (bottom left of screen).
8. Fill in information in the demographics section of the account. **Tax ID 19030214** is typed in 4th Line Embossing. Type in the last 4 numbers of the **Social Security Number** preceded by 5 zeros. The Agency/Organization Name begins with DOC and is completed with the agency name(s). Any field with an *(asterisk) must be filled in.
9. The Hierarchy information in the **Controls Section** will be completed from previously working the Assign instructions above.
10. The accounting code is added in the Account Allocation field by selecting the **Modify** box. Cursor to the MAC box and type in the accounting code. Click on **OK**.
11. Complete the information for billing office code, cycle and single transaction dollar limits.
12. To add MCC groups, select the **Add/Modify** box, select the **Add** box, type in **DOC000** as the group name, select **OK.** Select the **Add** box, type in **DOC000A** and select **OK**

again.

13. Proof/correct data and select the **Submit** box.

Modifying Cardholder Accounts:

1. Select **Card Management** from the horizontal Navigation Bar.
2. Select **Account Management** and then **Modify Account**.
3. Type in the account number on the Card Management-Account Management-Modify Account screen. If the number is not known, complete another field.
4. Select **Search**.
5. Place the cursor over the **Account Number** for a selection.
6. Make the desired modification to the account and select **Submit** and then **Close**. Select **Cancel** if no modification is made.
7. To **Close** or make an account inactive, click on the drop down box for the Account Status and make the proper selection.
   The first choice, **B9**, indicates the cardholder is deceased
   The second choice, **V9**, indicates the card is being closed by the agency
   The third choice, **T1,** indicates the cardholder has left the agency (resigned or terminated).
   Select **Submit,** screen will appear to validate canceling card, select **Close.**

Lost/Stolen Accounts should be called in and reported to CitiBank at 800-790-7206. Do not enter in CitiDirect.

Creating a New Hierarchy (Approving Official) Account:

1. Select **Hierarchy** from the horizontal Navigation Bar and then select **View**.
2. Select **Numeric Sort**.
3. Complete the levels of hierarchy through Level 3.
4. Select **Search**.
5. Drill down to the bottom of the page and select **Create Sub-Unit**.
6. Type in the **Unit Number**. This is the Level 4 hierarchy number provided by the BankCard Center.
7. Complete the setup by filling in each field. If an approving official provides a middle initial, type it in the **First Name** field. An **e-mail Address** is required for notification of electronic reports provided by the bank. Click in the boxes **Request for CitiDirect User Id and Report Template** to create a checkmark.
   The following fields **DO NOT** need to be completed: Country, Discretionary Code 1, Accounting Code, Cycle Limits, # Transactions per Cycle and # Transactions per Day.

1. Select **Submit** and then **Close**.
2. New account should be visible in 3-4 days.

New cardholders cannot be set up under approving officials at this time. They may be set up after the approving official account is visible.

Users will not be able to move an existing cardholder to a new hierarchy on the day the hierarchy was created. Changes can be made only after approving official account is visible.

Modifying Approving Official Accounts:

1. Select **Hierarchy** from the horizontal Navigation Bar and then select **View**.
2. Select **Numeric Sort** for easier search.
3. Complete the levels of hierarchy.
4. Select **Search**.
5. Select the desired unit by clicking on the radio dial button.
6. Select the **Edit Unit** box. Make changes to the account and click on **Submit**.

When making changes to approving official names, type in the **ENTIRE** first and last name even if just making a change to one name. These appear as two separate fields, but are considered one field.

CARDHOLDER HIERARCHY CHANGES

Hierarchy Changes should only be made at levels 3 and 4 for non-NOAA cardholders and level 4 for NOAA cardholders. If changes are required at level 2 for non-NOAA cardholders, or levels 2 or 3 for NOAA cardholders, the current card should be canceled and a new account set up.

1. After logging into CitiDirect select **Card Management** from the horizontal Navigation Bar.
2. Select **Account Management** and then **Modify Account.**
3. Type in account number to be modified on the Card Management-Account Management-Modify Account screen. If the number is now known, complete another field.
4. Select **Search.**
5. Place the cursor over the **Account Number** for a selection.
6. Arrow down to Hierarchy box in the Controls Section. Select the **Reassign** box next to the Hierarchy field and a drop down box will appear.
7. Assign the Levels of Hierarchy including the new hierarchy level.
8. Select the **Assign** box.
9. Verify that the hierarchy level changes on the **Modify Account** screen.
10. If there are any other corrections to the account, make them now.
11. Select the **Submit** box.
12. Verify that a message is displayed indicating that change will become effective after the next billing cycle. Select the **OK** button.
13. **Only make changes at the Level 3 and below for non-NOAA cardholders and level 4 for NOAA cardholders. If changes are made at Level 2, the current card should be canceled and a new account set up and card issued.**

Maintenance Log

1. Select **Card Management** from the horizontal Navigation Bar and then **Maintenance Log.**
2. Type in data to complete inquiry and select **Search.**
3. If a change has been made to an account within the specified time period, it should appear.

Electronic Statement (Access to cardholder statements by APCs)

To inquire into a cardholder's statement

1. Select **Inquiry** from the horizontal Navigation Bar and then **Statement**.
2. Type in the account number on the Inquiry-Statement-Lookup Statement screen. If the number is not known, complete another field.
3. Select **Search**.
4. Statements appear by cycle. Place cursor over account number for desired selection.
5. Statement can be viewed or printed.
6. Select **Close**.

Disputes by Cardholders

Cardholders can dispute transactions by accessing their statement, selecting the transaction to be disputed and checking the dispute reason on the form displayed on the screen. After submitting the dispute a popup appears with instructions for completing the dispute process.

Approving Official Access to CitiDirect

Approving Officials can obtain access to CitiDirect for viewing their cardholder's statements by calling the Help Desk at 800-790-7206 to acquire their Username and Password. For verification purposes, Approving Officials need to know their four hierarchy levels. Once the Username and Password are established Approving Officials can access their cardholder(s)' information.

CitiBank's Tutorial

A tutorial is available under **Assistance** on the Navigation Bar. Shockwave Plug-in is necessary to run the tutorial. It is a quick-help resource for new and experienced users. Separate Tutorials are available for approving officials, cardholders and agency program coordinators.

What's New

This feature is available by selecting the "What's New" box in the upper right corner. Information pertaining to the latest release by CitiBank is explained.

Logging Out of CitiDirect

1. Select Logout in the upper right corner of the page.
2. Logout box appears confirming the user would like to logout.
3. Select yes.